OFFICE
AUTOMATION
CLERK
GS-0326-04

ISO
STAFF

I. POSITION AND ORGANIZATION INFORMATION

Position:

Office Automation Clerk, GS-0326-04

Purpose of position:

The primary purpose of this position is to perform office automation work, including word processing, and a variety of clerical functions in support of the organization's mission and functions.

Organization:

Command Support Dept., ISO Division

Organization goals:

II. MAJOR DUTIES

A. Duty (Critical):

The employee performs a broad range of duties using one or more database software programs. (100%)

Tasks:

1. Uses basic and advanced program functions to perform such operations as updating and revising databases, and searching for and retrieving data for reports.

2. Prepares reports presenting data to meet reporting requirements.

3. Enters approved processes, changes in processes, training requirements/certifications and employee/process requirement data.

4. Enters REO/Tenant employee data matched to training requirements and completion data.

5. Enters ISO Audit data.

Selected Staffing KSAs:

A1, A2, A3, A4, A5, A6

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of automation tools
2. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
3. Knowledge of word processing software functions
4. Knowledge of correspondence rules and regulations
5. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
6. Knowledge of database software functions, processes and capabilities

B. Basic Training Competencies:

1. Knowledge of automation tools
2. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
3. Knowledge of the organizational and functional responsibilities and operations of the organization
4. Knowledge of word processing software functions
5. Knowledge of correspondence rules and regulations
6. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
7. Ability to plan, organize, prioritize work, and meet deadlines
8. Ability to communicate orally
9. Ability to communicate in writing
10. Knowledge of database software functions, processes and capabilities

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge Level 1-3 (350 Points)

1. - Knowledge of varied and advanced functions of one or more database software packages.

Factor 2. Supervisory Controls Level 2-2 (125 Points)

The employee independently completes recurring work, in line with the quality and timeliness criteria set by the supervisor. Receives additional instructions regarding new, difficult or unusual work at time of the initial assignment and during its progress. Seeks help when unfamiliar problems and/or assignment require a deviation from established procedures. Finished work and methods are reviewed in detail for compliance with procedures or instructions, technical accuracy and appearance.

Factor 3. Guidelines Level 3-2 (125 Points)

The employee selects the most appropriate guidance from established procedures. Judgement is required either because the guides are numerous and similar, or because there are alternative procedures for accomplishing a function. Guidelines typically include software user manuals and tutorials, correspondence procedures, time and leave instructions, and sample work products. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

Factor 4. Complexity Level 4-2 (75 Points)

The employee performs duties that involve related steps, processes or methods that are often numerous and varied. Determines what needs to be done based on choices between alternatives with easily recognizable differences. Selects the appropriate procedures and/or action, choosing from options that differ in such things as the type of software used, type of document or report to be produced or edited, or existing prerecorded formats.

Factor 5. Scope and Effect Level 5-1 (25 Points)

The employee performs routine tasks which facilitates the work of originators of the documents and others, primarily in the immediate work unit.

Factor 6. Personal Contacts **Level 6-2 (25 Points)**

The employee regularly meets with agency employees from outside the immediate organization.

Factor 7. Purpose of Contacts **Level 7-1 (20 Points)**

The employee contacts others to exchange information necessary to accomplish assignments.

Factor 8. Physical Demands **Level 8-1 (5 Points)**

The employee does sedentary work, such as sitting comfortably. There may be some walking, standing, bending or carrying of light items.

Factor 9. Work Environment **Level 9-1 (5 Points)**

The employee works in an adequately lighted and ventilated office environment. Observes normal safety precautions.

V. CLASSIFICATION SUMMARY

In this position:

Duty A. 100% GS-0326-04 Office Automation Clerk
Databases

List of Modified Duties and Factors:

Duty A. has been edited. The final grade may or may not be appropriate. The factors have not been changed.

The classification criteria for the office automation work performed is based on the U.S. Office of Personnel Management (OPM) position classification standard for the Office Automation Clerical and Assistance Series, GS-326, and the Office Automation Grade Evaluation Guide (TS-100 dated November 1990). The Grade Level Guide for Clerical and Assistance Work (TS-91 dated June 1989) was referenced in evaluating the general clerical duties.

GS-04 Point range: 655 - 850
Total Point: 755
Grade: GS-04

VI. CLASSIFICATION REMARKS:

Editing to original COREDOC position description were for clarification of tasks only and do not impact grade or classification.